REQUEST FOR PROPOSALS FOR BACKGROUND CHECKS SYSTEM SUPPLY, INSTALLATION, COMMISSIONING, MAINTENANCE AND SUPPORT AT AIRPORTS COMPANY SOUTH AFRICA

Bid Number: : COR 6231/2019/RFP

Issue Date : 06 November 2019

Closing Date : Wednesday 04 December 2019 at 14:00 hours

Compulsory Briefing Session Date : 12 November 2019 @ 10:00 am

Briefing Session Location : Airports Company South Africa Corporate Office – No.24 Johnson Road, Riverwoods office Park, Poplars Building, Security Boardroom, Bedfordview.

Clarification to Bidder Queries : 07 November 2019 – 21 November 2019 at 16:00 pm

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<tr>
<th>Bidding Company Name</th>
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<td>Small, Medium, Large firm</td>
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<th>Representative Name</th>
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SECTION 1: INSTRUCTIONS TO BIDDER

1.1 Collection of RFP documents


1.2 Submission of bid documents

The submission must be in a sealed envelope or other alternative sealed packaging. The envelope/packaging containing bid documents must be clearly marked on the outside with the bidder’s postal and physical address, the full description of the bid, bid reference number, bid box reference and the details of the Bid Management Office/Procurement department where the bid will close. The documents must be completed and signed by an authorised person on behalf of the bidder. The bottom of each page of the bid document/s must be signed and/or stamped with the bidder’s stamp as proof that the bidder has read the bid documents.

Bid proposals must be submitted in four copies (an original printed copy, two printed copies of the original together with an electronic copy of the bid document/s on a flash drive). The original copy will be the official legal and binding copy, in the event of discrepancies between one and/or all the submitted documents. Bid documents must be submitted on or before 14:00 pm on Wednesday, 04 December 2019 at the address stated below. The bid box shall be officially opened, and bids accepted from 26 November till 14:00 pm on Wednesday, 04 December 2019.

1.2.1 Hand delivery

The bid document must be delivered to the address below:

Bid Box A
Airports Company South Africa
O.R. Tambo International Airport,
North Wing offices, 3rd Floor,
OR Tambo International Airport

1.3 Alternative Bids

As a rule, ACSA will only accept proposals that have been prepared in response to this Request for Proposals invitation. Alternative proposals will not be accepted.
1.4 Late Bids

No late bids shall be accepted and/or considered

1.5 Clarification and Communication

All communications and enquiries shall be addressed to person and address stated below referencing the bid document number with all communication:

Name: Mr Percy Sithole
Designation: Commodity Specialist
Tel: +27 61 060 6158
Email: percy.sithole@airports.co.za

Request for clarification or information regarding the bid shall only be accepted by ACSA from 07th November until 21st November 2019 at 16:00 PM. All responses to the requests for more information or clarification sought by any the bidder shall be responded to, within forty-eight (48) hours of clarification sought.

The bidder may not contact any ACSA employee on this bid other than those listed above or in this document. Contact other than as specified in this document will only be allowed between the successful bidder and ACSA Business Unit representatives after the approval or rejection of a recommendation to award this bid. Contact is permissible only in the case of pre-existing business relations which do not pertain to this bid.

1.6 Compulsory Briefing Session

A Compulsory briefing session shall be held at ACSA offices on the date and time stipulated below:

Airports Company South Africa (ACSA)
24 Johnson Road
Riverwoods Office Park
Poplars Building, Security boardroom
Bedfordview
Tuesday 12th November 2019 from 10:00am

Take note: Only two representatives per company will be allowed to the compulsory briefing session
1.7 Bid Responses

Bid responses by the bidder must be prepared and returned in accordance with this bid document. The Bidder may be disqualified where they have not materially complied with the requirements in terms of this bid document. Changes to the bidder’s submission will not be allowed after the closing date of the bid. All bid responses contained in the original copy submitted will be regarded as official offers.

1.8 Disclaimers

It must be noted that ACSA may:

1.8.1 Award the whole or a part of this bid;
1.8.2 Split the award of this tender;
1.8.3 Negotiate with the preferred bidder;
1.8.4 Award the tender to a bidder other than the highest scoring bidder where objective criteria allow; and,
1.8.5 Cancel this bid.

1.9 Validity Period

ACSA requires a validity period of one hundred and twenty (120) business/working days, calculated from the closing date of this Bid submission. During the validity period of the bid the prices which have been quoted by the bidder must remain fixed, firm and valid.

1.10 Confidentiality of Information

ACSA will not disclose any information contained in this bid to a third party or any other bidder without written approval from ACSA and the bidder whose information is sought. If the bidder requires to consult with third parties on the tender, such third parties must complete confidentiality agreements, which should also be returned to ACSA with the bid. Furthermore, ACSA will not disclose the name of any bidder until the bid process has been finalised.

The Bidder may not disclose any information given to the bidder as part of this bid process to any third party without the written approval from ACSA. If the bidder requires to consult with third parties on the bid, such third parties must complete confidentiality agreements, which should be returned to ACSA with the bid.

1.11 Anti – Corruption Hotline

ACSA subscribes to fair and just administrative processes. ACSA therefore urges its potential stakeholders, stakeholders and the general public to report any fraud or corruption to:

Airports Company South Africa TIP-OFFS ANONYMOUS
Free Call: 0800 00 80 80
Free Fax: 0800 00 77 88
Email: acsa@tip-offs.com
SECTION 2: SPECIAL TERMS AND CONDITIONS

Bidders shall be obliged to adhere to the terms and conditions of this bid as stipulated below:

2.1 Provide the names, physical and postal addresses, telephone, fax and email address of their head office;

2.2 Provide the names, identity numbers and physical addresses of all directors and members or partners of their companies, close corporations and/or partnerships, respectively as the case may be;

2.3 Bidders must be a South African registered entity and its employees must be South African citizens in possession of valid South African identity (ID) documents or smart card;

2.4 If the bidder has employees of foreign descent, proof must be submitted together with the bid stating the number of foreign employees to be part of this bid and their residence permit status;

2.5 Undergo security screening for bidder’s officers who will be placed at the ACSA facilities;

2.6 Consent of their employees that they do not object to signing a Declaration of Confidentiality or Oath of Secrecy regarding any of ACSA and/or concession clients’ information handled by the service provider;

2.7 ACSA reserves the right to conduct site visits to the Bidder’s offices and sites;

2.8 Transformation and empowerment are key to ACSA. Equity allocation as determined by ACSA will be considered in the evaluation and award;

2.9 any other South African public legislative and regulatory framework terms and conditions apply. As part of the bid adjudication process the prospective service provider will be subjected to the following:

2.9.1 Security screening by the (State Security Agency (SSA) and/or South African Police Service (SAPS) on the company structure and all directors of the company or member(s) of the close corporation;

2.9.2 Signing of legal indemnities about the services rendered (e.g. damage to property of third parties, loss of life or injury to be sustained by the security personnel during the execution of their duties and any other legal claims resulting from acts or omissions committed by bidders’ employees against third parties).
SECTION 3: PRE-QUALIFICATION AND MANDATORY CRITERIA

Minimum pre-qualification and mandatory criteria have been set for this bid. Only bidders who meet all the minimum mandatory pre-qualification criteria will be considered further for this bid. Bidders that do not meet one and all of the pre-qualification criteria will be disqualified and not proceed to the next stage of this bid set as follows:

3.1 Bidders must have a Broad Based Black Economic Empowerment (B-BBEE) status contributor level 1 or 2;

3.2 Bidders must be Emerging Micro Enterprises (EME) and/or Qualifying Small Enterprises (QSE);

3.3 Bidders must submit proof that they have minimum three (3) years’ experience in Background checks;

3.4 Bidders must attend a compulsory briefing session for this bid;

3.5 Bidders must be registered on the National Treasury Central Supplier Database and proof provided;

3.6 Bidders acceptance of this Request for Proposals terms and conditions attached as annexure 4;

3.7 Bidders must be South African registered companies with Companies Intellectual Property Commission (CIPC).

Bidders shall have interface rights with all relevant agencies such as Home Affairs, South African Qualifications Authority, Crime Intelligence, Company Intellectual Property Commission and any other relevant interface.
SECTION 4: BACKGROUND AND SCOPE OF SERVICES

4.1 Background

Since inception approximately 25 years ago, Airports Company South Africa Limited (ACSA) has transformed into a focused, profitable and commercial enterprise that is market-driven and customer service oriented. The principal ACSA sites comprise of major international airports namely O.R. Tambo International Airport (ORTIA), Cape Town International Airport (CTIA) and King Shaka International Airport (KSIA). The other airports are, Bram Fischer (Bram), Upington (UTN), Port Elizabeth (PLZ), East London Airport, George Airport, Kimberley Airport and the Corporate Office.

The sustained growth in traffic over the years, coupled with a creative and performance focused management and leadership team have contributed to the Company's excellent financial performance over time. This has enabled the Company to transform South Africa's airports into world-class airports, delivering value for customers, stakeholders, shareholders and employees.

ACSA is focused on creating and operating world-class airports measuring up to international standards. Numerous international awards won by some of its airports over the years confirm that the Company has largely succeeded in this aim. This is also shown in the latest ratings for example, O.R. Tambo, Cape Town and King Shaka international airports rated first, second and third respectively in the Best Airport ACI-ASQ awards for Africa.

4.2 Purpose

Airports Company South Africa SOC Ltd (ACSA) hereby invite Bidders to submit proposals for Background Checks System. This system will be used for employees, stakeholders and service providers background checks for vetting.

4.3 Scope of Services

ACSA requires an Automated Background Checks Verification System with the following user and operational requirements:

4.3.1 Automated background search engine: The system engine must enable search queries, be fully automated, perform analysis and issue a report without manual intervention;

4.3.2 The system must enable dual identification via Finger Biometric and Identity Number / Passport / Work Permit Number field input;

4.3.3 Data or information search engine / server shall be hosted at ACSA;

4.3.4 Integrated reporting: system must be able to generate an integrated report in a logical sequence and association for searches such as citizenship verification, ID / Passport verification, fingerprint
checks, academic qualifications verification, permanent resident permit verification, work permit status, deeds records, company information (company registration details, directorship), financial records (TAX issues, BEE status, VAT number, Registration Number, Pending Fraud cases), credit checks (blacklisting status), vehicle registration (vehicle registration number), RICA information, Previous employment history, consumer verification (credit applications, payment history, judgements), criminal records verification and relationship or association links (business partnerships, family associations and other);

4.3.5 Report must be in near real time, must not take more than 24 hours for requestor to get results;
4.3.6 The report must be compiled in Portable Document Format (pdf);
4.3.7 The system must be able to securely store individual reports for a period of 5 years;
4.3.8 All users from must be able to log into the system using their current working computers;
4.3.9 Multiple Separate Access Requirements: Relevant departments shall have separate access or module to securely access their dedicated working modules e.g. HR, Forensics, Permit Office, Ethics, Security Vetting and Investigations;
4.3.10 Advanced Encryption Standard (AES) or equivalent and must be in line with Protection of Personal Information Act (POPIA) and/or international equivalent regulation/standard;
4.3.11 The Service Provider must be a South African company;
4.3.12 The Service Provider must have APIs to run searches on those databases of interest;
4.3.13 The system must be compatible with Microsoft Windows OS end user devices.

4.4 Software Maintenance and Support

The following Software Maintenance and Support is required:

4.4.1 System be fully upgradable accepting modifications from ACSA to be part of the upgrade process including hot patches;
4.4.2 Lifetime support: How installation of upgrades will affect software operation;
4.4.3 Upgrading customization: How customers modifications / customizations are affected in an upgrade for both minor and major releases, and what ACSA responsibility is.

4.5 Training

4.5.1 Training and in-product support;
4.5.2 Instructor-led training: The training offering for Instructor-Led Training (in- person);
4.5.3 Web-based / digital training- The training offering for web-based, digital, web conference, etc;
4.5.4 Documentation / non-interactive training- Written documentation, help, non-interactive training.
4.6 Professional Services and Implementation Assistance

4.6.1 Philosophy and approach: Implementation services philosophy and approach;
4.6.2 Range of service offerings;
4.6.3 Estimated time to deploy platform, including time to procure hardware, deploy servers, obtain approvals etc;
4.6.4 Time to get business use case live: the average elapsed time to deploy the platform for business use.

4.7 Technical Support

4.7.1 Support program, different levels of support offered, costs associated with each, types of support, the channels of support (phone, email, etc.).

4.8 Non-Functional Requirements

4.8.1 Hosting
The system will be hosted at ACSA’s premises.

4.8.2 Platform performance (Speed & Latency)
4.8.2.1 The system response time must be within industry norms;
4.8.2.2 The system must respond immediately when documents are attached;
4.8.2.3 The system must be able to handle volumes during peak times;
4.8.2.4 The system must cater for bandwidth constraints and geographically dispersed locations;
4.8.2.5 Users in different sites must experience acceptable response time.

4.8.3 Scalability
The system must cater for future growth, e.g. adding of new sites, functions and/or users.

4.8.4 Usability
The system must be easy to use with minimal user training.

4.8.5 Reliability & Availability
4.8.5.1 The system must be available 24/7 with a minimum availability of 99.8;
4.8.5.2 The system must cater for high availability;
4.8.5.3 The system must be backup daily and should also have offsite storage for backups;
4.8.5.4 The system must allow users to recover deleted data either by requesting a restore or recovering the deleted data on their own.
4.8.6 Security

4.8.6.1 The Service Provider must provide ACSA with their security best practices or controls detailing how they secure their system;

4.8.6.2 The system must ensure that data is transmitted in a non-readable format (encrypted) and has strong key management. The system must provide encryption capabilities for stored data to ensure that data at rest is protected;

4.8.6.3 The Service Provider must ensure that Server-level security features are in place for the system. They must provide information related to the following: e.g. patching, anti-virus, vulnerability scanning, intrusion detection with real-time alerts etc;

4.8.6.4 The Service Provider must ensure that Data Centre security features are in place. They must provide information related to the following: Physical security measures which include an integrated security management system such as around-the-clock on-site security personnel, video surveillance, and monitoring - as well as industry leading policies and practices;

4.8.6.5 Authentication – the system must unique identify users and authenticate them. Administrator accounts must be segregated from user accounts;

4.8.6.6 Authorization – the system must enable users and/or role-based permissions to be configured in order to control what system features and data users can access;

4.8.6.7 Audit – the system must keep an audit trail of all activities performed in the system (includes but not limited to the following: who created, updated and deleted (must be authorized by super users) the record, with time and date stamp;

4.8.6.8 Assurance – the system must maintain data integrity and quality. The system must be a single source of truth in terms of data and calculations (where applicable);

4.8.6.9 Availability – the system must be secured to prevent denial of service to ACSA users;

4.8.6.10 Asset Protection – the system must protect ACSA data from being viewed by unauthorized personnel.

4.8.7 Privacy and data ownership

4.8.7.1 The system must comply with ACSA’s Information Security policies and standards (to be provided to the Service Provider once contract agreement is awarded);

4.8.7.2 The system must comply with POPI Act and Background Check system laws and/or regulations;

4.8.7.3 All data to remain the property of ACSA;

4.8.7.4 The Service Provider must issue ACSA with a certificate of compliance or external audit reports detailing how they comply to data management and/or Information Security Management (where system is hosted at Service Provider environment), e.g. ISO 27001 or SOC.
4.8.8 System Accessibility
4.8.8.1 The system must be accessible in one central platform;
4.8.8.2 The system must be accessible via laptops, desktops and mobile devices.

4.8.9 Disaster Recovery
The system must have an alternative way to ensure business continuity in cases of downtime and unfortunate events.

4.8.10 Local Support
First line support for the system must be based in South Africa (international support may form part of the 2nd and 3rd line support).

4.8.11 Look and Feel
The system appearance and style to align with ACSA Corporate identity and branding.

4.8.12 Environments (Development, Quality Assurance and Production)
The system must have the capability to migrate customizations created in a development environment to a quality environment then production environment.

4.8.13 Integration
The system must integrate via Web Service (REST API) to other databases. This will be unpacked further with ACSA’s Integration team. The solution integration must be able to provide citizenship verification, ID / Passport verification, fingerprint checks, academic qualifications verification, permanent resident permit verification, work permit status, deeds records, company information, financial records, credit checks, vehicle registration, RICA information, Previous employment history, consumer verification, criminal records verification and relationship or association links.

4.8.14 Documentation
The following documentation must be provided by the Service Provider:

- Architecture design.
- Technical specification.
- Data Model (an abstract model that organizes elements of data and standardizes how they relate to one another and to properties of the real-world entities).
- Diagram showing system components on the following layers (Business, Application and Infrastructure).
- Component Diagram showing allocation of responsibilities within the product and its internal interfaces
- Context Diagram showing interfaces
- Installation guideline document
SECTION 5: PRICE AND REFERENCE

In terms of the Preferential Procurement Policy Framework Act, of 2000 and its applicable regulations of 2017, only a maximum of 20 or 10 points respectively, must be awarded for preference and 80 or 90 points respectively must be awarded for price. The preferential point systems are as follows:

- 80/20 preference point system for acquisition of goods and services for a Rand value of up to R50 000 000, inclusive of all applicable taxes; and,
- 90/10 preference point system for acquisition of goods and services for a Rand value above R50 000 000, inclusive of all applicable taxes.

5.1 Preference and Price Points Scores allocation for this bid

5.1.1 Price and Preference points for this bid will be awarded as follows:

<table>
<thead>
<tr>
<th>Category of Scoring</th>
<th>Points</th>
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<tbody>
<tr>
<td>Price</td>
<td>80</td>
</tr>
<tr>
<td>Preference (B-BBEE Status Level of Contribution)</td>
<td>20</td>
</tr>
<tr>
<td><strong>Total Points for Price and Preference (B-BBEE)</strong></td>
<td>100</td>
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</table>

5.1.2 Failure on the part of a bidder to fill in and/or to sign Standard Bidding Document (SBD) 6.1 form and submit a legal valid B-BBEE Verification Certificate from:

5.1.2.1 a Verification Agency accredited by the South African Accreditation System (SANAS);
5.1.2.2 a Registered Auditor approved by the Independent Regulatory Board of Auditors (IRBA);
5.1.2.3 an affidavit from Qualifying Small Enterprises and Emerging Micro Enterprises; or,
5.1.2.4 an Auditor/Accounting Officer as contemplated in the Close Corporation Act (CCA) together with the bid, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed and will not be awarded by ACSA.

ACSA reserves the right to invite and request a bidder, either before this bid is adjudicated or at any other time, to substantiate any claim to preference points, in any manner required by ACSA.
5.2 Definitions

5.2.1 “All Applicable Taxes” includes value-added tax, pay as you earn, income tax, unemployment insurance fund contributions, skills development levies and any other applicable taxes;

5.2.2 “B-BBEE” means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;

5.2.3 “B-BBEE status level of contributor” means the B-BBEE status received by a measured entity based on its overall performance using the relevant scorecard contained in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;

5.2.4 “Broad-Based Black Economic Empowerment Act” means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);

5.2.5 “Comparative Price” means the price inclusive of all applicable taxes less all unconditional discounts;

5.2.6 “Consortium or Joint Venture” means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract;

5.2.7 “EME” means an Exempted Micro Enterprise in terms of good practice on Black Economic Empowerment issued in terms of section 9(1) of the Broad Based Black Economic Empowerment Act;

5.2.8 “Fixed Price” means the price that is only subject to adjustments in accordance legislative increases including Rate of Exchange Variations (ROE);

5.2.9 “Functionality” means the ability of a bidder to provide goods or services in accordance with specifications as set out in the bid document;

5.2.10 “Non-Firm Prices” means all prices other than “firm” prices;

5.2.11 “Person” includes a juristic person;

5.2.12 “Rand Value” means the total estimated value of a contract in South African currency, calculated at the time of bid invitations, and includes all applicable taxes and excise duties;

5.2.13 “Total Revenue” bears the same meaning assigned to this expression in the Codes of Good Practice on Black Economic Empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act and promulgated in the Government Gazette on 9 February 2007;

5.2.14 “Trust” means the arrangement through which the property of one person is made over or bequeathed to a trustee to administer such property for the benefit of another person; and,

5.2.15 “Trustee” means any person, including the founder of a trust, to whom property is bequeathed for such property to be administered for the benefit of another person.
5.3 Adjudication Using a Point System

5.3.1 The bidder obtaining the highest number of total points will be awarded the contract, unless objective criteria exist justifying an award to another bidder or ACSA exercises one or more of its disclaimers;

5.3.2 Preference points will be calculated after prices have been brought to a comparative basis considering all factors of non-firm prices and all unconditional discounts;

5.3.3 Points scored will be rounded off to the nearest 2 decimal places.

5.4 Points Awarded for Price

The 80/20 or 90/10 Preference Point Systems is derived formulated when a maximum of 80 or 90 points is allocated for price using the following formulae:

\[ P_s = 80 \left( 1 - \frac{P_t - P_{\text{min}}}{P_{\text{min}}} \right) \]  
\[ P_s = 90 \left( 1 - \frac{P_t - P_{\text{min}}}{P_{\text{min}}} \right) \]

Where

\( P_s \) = Points scored for comparative price of bid under consideration

\( P_t \) = Comparative price of bid under consideration

\( P_{\text{min}} \) = Comparative price of lowest acceptable bid

5.5 Points Awarded for B-BBEE Status Level of Contribution

5.5.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Policy Framework Act, of 2000 Regulations of 2017, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

<table>
<thead>
<tr>
<th>B-BBEE Status Level of Contributor</th>
<th>Number of Points (90/10 scoring system)</th>
<th>Number of Points (80/20 scoring system)</th>
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<tbody>
<tr>
<td>1</td>
<td>10</td>
<td>20</td>
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<td>2</td>
<td>9</td>
<td>18</td>
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<td>3</td>
<td>6</td>
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<td>7</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>8</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Non-Compliant Contributor</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
5.5.2 Bidder other than EMEs must submit their original or certified copy of the original and valid B-BBEE status level verification certificate or a certified copy thereof, substantiating their B-BBEE rating issued by a Registered Auditor approved by IRBA or a Verification Agency accredited by SANAS. QSEs have an additional option of submitting an affidavit as its B-BBEE certificate in compliance with the terms of the B-BBEE Codes of Good Practice as amended from time to time;

5.5.3 A trust, consortium or joint venture, will qualify for points for their B-BBEE status level as a legal entity, provided that the entity submits their B-BBEE status level certificate;

5.5.4 A trust, consortium or joint venture will qualify for points for their B-BBEE status level as an unincorporated entity, provided that the entity submits their consolidated B-BBEE scorecard as if they were a group structure and that such a consolidated B-BBEE scorecard is prepared for every separate bid;

5.5.5 Tertiary institutions and public entities will be required to submit their B-BBEE status level certificates in terms of the specialized scorecard contained in the B-BBEE Codes of Good Practice;

5.5.6 A person will not be awarded points for B-BBEE status level if it is indicated in the bid documents that such a bidder intends sub-contracting more than 25% of the value of the contract to any other enterprise that does not qualify for at least the points that such a bidder qualifies for, unless the intended sub-contractor is an EME or QSE that has the capability and ability to execute the sub-contract;

5.5.7 A bidder awarded a contract may not sub-contract more than 25% of the value of the contract to any other enterprise that does not have an equal or higher B-BBEE status level than the person concerned, unless the contract is sub-contracted to an EME or QSE that has the capability and ability to execute the sub-contract.
SECTION 6: EVALUATION PROCESS AND CRITERIA

6.1 Evaluation Criteria

ACSA will use pre-determined evaluation process with set criterion and criteria when considering received bids during the evaluation. An assessment whether all the bids comply with the set minimum requirements and whether all returnable documents/information have been submitted will be made. If the bidder fails to meet the pre-qualification requirements and points scoring thresholds, will be disqualified at the stage of each criteria, and their bid pronounced nonresponsive.

The requirements of each given stage must be complied with prior to progression to the next stage. ACSA reserves the right to disqualify the bidder at each evaluation stage without requesting any outstanding document/information. The technical evaluation criteria are attached in this document as annexure 1. The following staged approach will be used to evaluate bids:

<table>
<thead>
<tr>
<th>Stage 1</th>
<th>Stage 2</th>
<th>Stage 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-qualification and Mandatory Criteria</td>
<td>Functionality and technical criteria</td>
<td>Price and Preference (B-BBEE)</td>
</tr>
</tbody>
</table>

6.2 SARS Tax clearance certificate

Bidder should submit a valid and original SARS tax clearance certificate / PIN / proof of application. No bid may be awarded to any Bidder whose tax matters have not been declared to be in order by the South African Revenue Services.

6.3 Functionality / Technical

The functionality/technical evaluation will be conducted by a Tender Preparation and Evaluation Committee (TPEC) which comprises of various skilled and experienced professionals from diverse disciplines. The evaluation process will be based on a minimum threshold. The threshold will be as follows:

6.3.1 Threshold

The functional/technical evaluation will be based on a threshold, where Bidder who fail to achieve a minimum of **65 points out of a total of 100 points** will not be considered further in the evaluation process. It should be noted that a minimum qualifying score **per criterion and criteria must be met** as set out further in the table below. Bidder must demonstrate clear and concise understanding of each criterion/criteria relative to the scope of work/services and their deliverables.

6.4 Price and B-BBEE

This is the final stage of the evaluation process and will be based on the Preferential Procurement Policy Framework Act (PPPFA) preference point system of either **80/20** (Price being 80 points and preference 20 points) or **90/10** (Price being 90 points and preference 10 points). Bidder must only price in accordance with the pricing schedule. Failure to submit a priced offer using the prescribed schedule will make the bid liable for disqualification.
SECTION 7: TECHNICAL REQUIREMENTS

The successful Bidder shall support equipment and parts meeting or exceeding the minimum specification stated in this bid. ACSA requires a Background Checks Verification System with the following user and operational requirements:

7.1 Automated background search engine: The system engine must enable search queries, be fully automated, perform analysis and issue a report without manual intervention;

7.2 The system must enable dual identification via Finger Biometric and Identity Number / Passport / Work Permit Number field input;

7.3 Data or information search engine / server shall be hosted at ACSA;

7.4 Integrated reporting: system must be able to generate an integrated report in a logical sequence and association for searches such as citizenship verification, ID / Passport verification, fingerprint checks, academic qualifications verification, permanent resident permit verification, work permit status, deeds records, company information (company registration details, directorship), financial records (TAX issues, BEE status, VAT number, Registration Number, Pending Fraud cases), credit checks (blacklisting status), vehicle registration (vehicle registration number), RICA information, Previous employment history, consumer verification (credit applications, payment history, judgements), criminal records verification and relationship or association links (business partnerships, family associations and other);

7.5 Report must be in near real time, must not take more than 24 hours for requestor to get results;

7.6 The report must be compiled in Portable Document Format (Pdf);

7.7 The system must be able to securely store individual reports for a period of 5 years;

7.8 All users from must be able to log into the system using their current working computers;

7.9 Multiple Separate Access Requirements: Relevant departments shall have separate access or module to securely access their dedicated working modules e.g. HR, Forensics, Permit Office, Ethics, Security Vetting and Investigations;

7.10 AES Encryption standards or higher and must be in line with POPI Act;

7.11 The Service Provider must be a South African company;

7.12 The Service Provider must have APIs to run searches on those databases of interest;

7.13 The system must be compatible with Microsoft Windows OS end user devices.

7.14 Software Maintenance and Support

The following Software Maintenance and Support is required:

7.14.1 System be fully upgradable accepting modifications from ACSA to be part of the upgrade process including hot patches;

7.14.2 Lifetime support: How installation of upgrades will affect software operation;

7.14.3 Upgrading customization: How customers modifications / customizations are affected in an upgrade for both minor and major releases, and what ACSA responsibility is.
7.15 Training

7.15.1 Training and in-product support;

7.15.2 Instructor-led training: The training offering for Instructor-Led Training (in-person);

7.15.3 Web-based / digital training: The training offering for web-based, digital, web conference, etc;

7.15.4 Documentation / non-interactive training: Written documentation, help, non-interactive training.

7.16 Professional Services and Implementation Assistance

7.16.1 Philosophy and approach: Implementation services philosophy and approach;

7.16.2 Range of service offerings;

7.16.3 Estimated time to deploy platform, including time to procure hardware, deploy servers, obtain approvals etc;

7.16.4 Time to get business use case live: the average elapsed time to deploy the platform for business use.

7.17 Technical Support

7.17.1 Support program, different levels of support offered, costs associated with each, types of support, the channels of support (phone, email, etc.).

7.18 Non-Functional Requirements

7.18.1 Hosting
The system will be hosted at ACSA’s premises.

7.18.2 Platform performance (Speed & Latency)

7.18.2.1 The system response time must be within industry norms;

7.18.2.2 The system must respond immediately when documents are attached;

7.18.2.3 The system must be able to handle volumes during peak times;

7.18.2.4 The system must cater for bandwidth constraints and geographically dispersed locations;

7.18.2.5 Users in different sites must experience acceptable response time.

7.18.3 Scalability
The system must cater for future growth, e.g. adding of new sites, functions and/or users.

7.18.4 Usability
The system must be easy to use with minimal user training.

7.18.5 Reliability & Availability

7.18.5.1 The system must be available 24/7 with a minimum availability of 99.8;

7.18.5.2 The system must cater for high availability;
7.18.5.3 The system must be backup daily and should also have offsite storage for backups;
7.18.5.4 The system must allow users to recover deleted data either by requesting a restore or recovering the deleted data on their own.

7.18.6 Security
7.18.6.1 The Service Provider must provide ACSA with their security best practices or controls detailing how they secure their system;
7.18.6.2 The system must ensure that data is transmitted in a non-readable format (encrypted) and has strong key management. The system must provide encryption capabilities for stored data to ensure that data at rest is protected;
7.18.6.3 The Service Provider must ensure that Server-level security features are in place for the system. They must provide information related to the following: e.g. patching, anti-virus, vulnerability scanning, intrusion detection with real-time alerts etc;
7.18.6.4 The Service Provider must ensure that Data Centre security features are in place. They must provide information related to the following: Physical security measures which include an integrated security management system such as around-the-clock on-site security personnel, video surveillance, and monitoring - as well as industry leading policies and practices;
7.18.6.5 Authentication – the system must unique identify users and authenticate them. Administrator accounts must be segregated from user accounts;
7.18.6.6 Authorization – the system must enable users and/or role-based permissions to be configured in order to control what system features and data users can access;
7.18.6.7 Audit – the system must keep an audit trail of all activities performed in the system (includes but not limited to the following: who created, updated and deleted (must be authorized by super users) the record, with time and date stamp;
7.18.6.8 Assurance – the system must maintain data integrity and quality. The system must be a single source of truth in terms of data and calculations (where applicable);
7.18.6.9 Availability – the system must be secured to prevent denial of service to ACSA users;
7.18.6.10 Asset Protection – the system must protect ACSA data from being viewed by unauthorized personnel.

7.18.7 Privacy and data ownership
7.18.7.1 The system must comply with ACSA’s Information Security policies and standards (to be provided to the Service Provider once contract agreement is awarded);
7.18.7.2 The system must comply with POPI Act and Background Check system laws and/or regulations;
7.18.7.3 All data to remain the property of ACSA;
7.18.7.4 The Service Provider must issue ACSA with a certificate of compliance or external audit reports detailing how they comply to data management and/or Information Security Management (where system is hosted at Service Provider environment), e.g. ISO 27001 or SOC.

7.18.8 System Accessibility
7.18.8.1 The system must be accessible in one central platform;
7.18.8.2 The system must be accessible via laptops, desktops and mobile devices.

7.18.9 Disaster Recovery
The system must have an alternative way to ensure business continuity in cases of downtime and unfortunate events.

7.18.10 Local Support
First line support for the system must be based in South Africa (international support may form part of the 2nd and 3rd line support).

7.18.11 Look and Feel
The system appearance and style to align with ACSA Corporate identity and branding.

7.18.12 Environments (Development, Quality Assurance and Production)
The system must have the capability to migrate customizations created in a development environment to a quality environment then production environment.

7.18.13 Integration
The system must integrate via Web Service (REST API) to other databases. This will be unpacked further with ACSA’s Integration team. The solution integration must be able to provide citizenship verification, ID / Passport verification, fingerprint checks, academic qualifications verification, permanent resident permit verification, work permit status, deeds records, company information, financial records, credit checks, vehicle registration, RICA information, Previous employment history, consumer verification, criminal records verification and relationship or association links.

7.18.14 Documentation
Bidders must detail Architecture design, Technical specification, Data Model (an abstract model that organizes elements of data and standardizes how they relate to one another), Diagram showing different system components, Component Diagram showing allocation of responsibilities within the product and its internal interfaces, Context Diagram showing interfaces, Installation guideline document
SECTION 8: ADDITIONAL REQUIREMENTS FROM THE BIDDER

8.1 The following additional services are required from the bidder

8.1.1 The bidder’s proposal must clearly indicate how the proposed system supports all the specification requirements;
8.1.2 Provide the service model
8.1.3 Configure the technology platform
8.1.4 Conduct site acceptance testing
8.1.5 User Acceptance Testing
8.1.6 Conduct Training
8.1.7 Provide maintenance and support for the period five (5) years.
8.1.8 Quality Assurance
   8.1.8.1 Platform must be fit for purpose.
   8.1.8.2 Platform must be delivered in accordance with specification and service level agreement.
   8.1.8.3 Delivery must adhere to agreed timelines.

8.1.9 Maintenance Services
   8.1.9.1 The Service Provider is expected to provide technical support and maintain the platform for the period of five (5) years.
   8.1.9.2 The Service Provider is expected to provide a detailed knowledge transfer program and schedule.
   8.1.9.3 The Service Provider is expected to provide a maintenance schedule.

8.1.10 Support Services: ACSA requires these support services from a service provider
   8.1.10.1 Refers to day to day support activities performed to resolve incidents that are logged by users of the system or logged by the monitoring tools or alarm and error logs generated by the system’s internal monitoring;
   8.1.10.2 The Service Provider will be required to attend to and resolve all 2nd line maintenance incidents in line with ACSA incident management processes. All incidents will be logged on the IT service desk systems;
   8.1.10.3 The response and resolution times depicted below must be adhered to. This will form part of the SLA’s that will be agreed to between the Service Provider and ACSA; and
   8.1.10.4 Penalties will be incurred by the Service Provider if the agreed SLA times are not met.
   8.1.10.5 The Bidder’s proposal must make provision for after hours, weekends and public holidays support on a callout basis for incidents that impacts the systems. To include after – hours telephone numbers where support personnel are reachable.

8.1.11 Incident logging procedure
   8.1.11.1 ACSA requires the Service Provider to adhere to the following incident logging procedure:
   8.1.11.2 All incidents must be logged with ACSA service desk via email, telephone or on the self-service web portal. The incident status must be updated regularly depending on the priority of the incidents until resolution;
   8.1.11.3 All incidents must be updated with a detailed resolution before closure. The Service Provider must notify the service desk immediately on resolution of the incident.

8.1.12 Definition of incident priority
   8.1.12.1 ACSA requires the Service Provider to adhere to the following incident priority definitions and procedures described in Tables 2 and 3 below:
   8.1.12.2 P1 – Total failure;
   8.1.12.3 P2 – Partial failure with minimum monitoring functionality;
   8.1.12.4 P3 – Non-critical fault/failure logged at night or over the weekend. It has no impact on the operations of the airport; and
   8.1.12.5 P4 – Minor incidents or move/change or installation of new item
Table 1: Incident management response and resolution times for (Office Hours)

<table>
<thead>
<tr>
<th></th>
<th>Response</th>
<th>Restoration</th>
<th>Update Feedback</th>
<th>Resolution (permanent fix)</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>15min</td>
<td>2hrs</td>
<td>15min</td>
<td>To be agreed upon</td>
</tr>
<tr>
<td>P2</td>
<td>30min</td>
<td>4hrs</td>
<td>30min</td>
<td>To be agreed upon</td>
</tr>
<tr>
<td>P3</td>
<td>60min</td>
<td>8hrs</td>
<td>2hrs</td>
<td>Within 5 days</td>
</tr>
<tr>
<td>P4</td>
<td>4hours</td>
<td>24hrs</td>
<td>8hrs</td>
<td>Within 5 days</td>
</tr>
</tbody>
</table>

Table 2: Incident management response and resolution time (after Hours, Weekends and Public Holidays)

<table>
<thead>
<tr>
<th></th>
<th>Response</th>
<th>Restoration</th>
<th>Update Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1</td>
<td>15min</td>
<td>3hrs</td>
<td>15min</td>
</tr>
<tr>
<td>P2</td>
<td>30min</td>
<td>5hrs</td>
<td>30min</td>
</tr>
<tr>
<td>P3</td>
<td>60min</td>
<td>8hrs</td>
<td>2hrs</td>
</tr>
<tr>
<td>P4</td>
<td>4hours</td>
<td>24hrs</td>
<td>8hrs</td>
</tr>
</tbody>
</table>

8.1.13 Penalties
8.1.13.1 The Service Provider shall repair all failures within the times specified in the SLA.
8.1.13.2 The following penalties shall apply for failure to resolve incidents within the agreed timeline.
8.1.13.3 Failure to perform preventative maintenance (patches, upgrades, etc.) according to schedule dates shall result in the following penalties:

Table 1: SLA Breach and Penalties

<table>
<thead>
<tr>
<th>SLA breach</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1 Incidents are resolved within one hour after SLA time lapsed for two incidents in a month.</td>
<td>20 % of the monthly fee will be deducted per invoice.</td>
</tr>
<tr>
<td>P1, P2 Incidents are resolved within two hours after SLA time lapsed for three incidents in a month.</td>
<td>30 % of the monthly fee will be deducted per invoice.</td>
</tr>
<tr>
<td>If a Service Provider misses any SLA’s (P1, P2, P3, P4) in any 3 consecutive months</td>
<td>50 % of the monthly fee will be deducted.</td>
</tr>
<tr>
<td>Fourth missed SLA (P1, P2) OR sixth missed SLA (P1, P2, P3, P4) in one month will be deemed as a material breach, and the contract will be referred for performance management and termination procedures</td>
<td>Termination procedures.</td>
</tr>
<tr>
<td>If a Service Provider misses 3 SLA’s within a contractual year -- the contract will be referred for performance management and termination procedures</td>
<td>Termination procedures.</td>
</tr>
</tbody>
</table>
Table 2: SLA Breach and Penalty for Maintenance

<table>
<thead>
<tr>
<th>SLA breach</th>
<th>Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maintenance not done, or proof not submitted.</td>
<td>No payment of monthly support and maintenance fee.</td>
</tr>
</tbody>
</table>

8.1.14 Reporting
8.1.14.1 The Service Provider will be expected to provide the weekly progress report to an ACSA representative during implementation.
8.1.14.2 Once the platform has been implemented the Service Provider is to provide monthly reports to ACSA on the following:
8.1.14.2.1 Usage of the system.
8.1.14.2.2 System availability and downtimes.
8.1.14.2.3 Number of calls logged and status.

8.1.15 Documentation
8.1.15.1 The following project related documentation must be produced by the Service Provider during implementation of the project:
8.1.15.1.1 Project Management deliverables as per ACSA Methodology.
8.1.15.1.2 Quality assurance specific documentation (SAT)
8.1.15.1.3 Training Manuals.

8.1.16 Training requirement
8.1.16.1 The bidder is expected to conduct training for the following user groups
8.1.16.1.1 Administrators;
8.1.16.1.2 Technical;
8.1.16.1.3 IT Help Desk; and
8.1.16.1.4 Super Users training across all nine (9) airport sites and corporate office.

8.1.17 Other
8.1.17.1 The platform must adhere to best practice Architecture Principles (Architects to specify).
8.1.17.2 The solution must be approved by the IT architecture board (ITAC) before implementation.
8.1.17.3 The system must provide the functions and services required to support the business capability.
8.1.17.4 There should be a single application to support a given business capability, i.e. the system must not re-implement a capability already available in the portfolio, unless it is replacing the current one.
8.1.17.5 The system must be as secure as business requirements dictate.
8.1.17.6 The system must meet legal and conformance requirements, including those for privacy.
8.1.17.7 The system must provide adequate performance and responsiveness.
8.1.17.8 The system must be able to scale, without redevelopment, for anticipated volumes of the next 5 years.
8.1.17.9 The system must be reliable and easily recoverable.
8.1.17.10 The system must validate input data and maintain integrity of any data added, updated or exported.
8.1.17.11 The system must provide APIs which allow services to be accessed via an interface conforming to industry standards adopted by ACSA, e.g. Web Service (Rest).
8.1.17.12 The system must avoid “hard coding” of values, i.e. Any variables which are likely to change must be externalized to the database or parameter/rule files.

8.1.17.13 The system must trap errors and report them in a meaningful and persistent way.

8.1.17.14 The system end user interfaces must be intuitive, and standards based to facilitate ease of adoption and reliable usage as well as reduced training requirements.

8.1.17.15 The system must be documented to a standard that facilitates:

8.1.17.15.1 Ease of installation and configuration;
8.1.17.15.2 Ease of operation by end users;
8.1.17.15.3 Easy problem determination and resolution;
8.1.17.15.4 Impact analysis for change requests; and
8.1.17.15.5 Ease of adaptation when required.

8.1.17.16 Such documentation to include (at least):

8.1.17.16.1 Architecture design;
8.1.17.16.2 Technical specification;
8.1.17.16.3 Context Diagram showing interfaces;
8.1.17.16.4 Component Diagram showing allocation of responsibilities within the product and its internal interfaces;
8.1.17.16.5 Data Model;
8.1.17.16.6 Technology Requirements Stack Diagram and system components;
8.1.17.16.7 Service and Interface definitions; and
8.1.17.16.8 Installation guideline document.

8.1.17.17 The system must not expose ACSA to undue risk

8.1.17.18 Company Information

8.1.17.18.1 Company profile with relevant credentials including Financial Statements and Contactable References.
8.1.17.18.2 Consent for verification of work and references from current and previous Clients. Contact details of the Clients must be included.
8.1.17.18.3 Consent for vetting and non-disclosure agreements as required.
SECTION 9: REPORTING

As part of on-going performance management, ACSA requires that the supplier provides reports. These reports will be presented to ACSA on demand and during service review meeting. In order to measure the performance of the service provider, ACSA requires the service provider to submit monthly, quarterly and yearly reports based on activities done. These reports must be submitted within seven of every month end and always before the service review meeting.

Bidders must include all reports that their system is capable to produce. The contents of each report will be determined and agreed with the successful bidder and incorporated into the Service Level Agreement.

9.1 Documentation

The successful bidder shall keep detailed and updated documentation of the Background Checks System. The documentation must include but not limited to:

9.1.1 Technical architecture diagrams;
9.1.2 List of all equipment installed;
9.1.3 Inventory list of spares on hold;
9.1.4 List of decommissioned or old equipment;
9.1.5 Maintenance report template and schedules;
9.1.6 Training manuals;
9.1.7 Standard operating procedure;
9.1.8 Equipment manuals.

9.2 Report Schedule:

Table 5: Report Schedule

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Report Name</th>
<th>Report Content</th>
<th>Submission due date</th>
<th>Submitted to</th>
<th>Format</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly/</td>
<td>Maintenance</td>
<td>Spare Usage; Calendar month Incidents (System Availability); Payment Monthly</td>
<td>24th of every month of that year</td>
<td>Contract owner</td>
<td>PDF, Word document and/or Excel</td>
</tr>
<tr>
<td>Quarterly</td>
<td>Report</td>
<td>services deliverables</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monthly</td>
<td>Invoice</td>
<td>Deliverables for the previous months</td>
<td>27th of every month</td>
<td>Contract owner</td>
<td>PDF</td>
</tr>
<tr>
<td>Monthly</td>
<td>Access Report</td>
<td>System user access and transactions</td>
<td>1st day of the month</td>
<td>Contract Owner</td>
<td>PDF</td>
</tr>
<tr>
<td>Ad-hoc</td>
<td>Ad-hoc</td>
<td>Ad-hoc</td>
<td>As and when required</td>
<td>Contract owner</td>
<td>As agreed by all parties</td>
</tr>
</tbody>
</table>
### 9.3 Meeting Schedule

#### Table 6: Meeting Schedule

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Meeting Name</th>
<th>Standing Agenda</th>
<th>Participants and Role</th>
<th>Documents to be submitted prior to meeting</th>
<th>Documents to be produced after meeting</th>
</tr>
</thead>
</table>
| Monthly/Quarterly | SLA meeting  | a. Calendar month Incidents  
b. System Availability  
c. Payments  
d. Monthly services deliverables  
e. Discuss SLA Report  
f. Discuss SLA improvement plan  
g. Discuss penalties | a. Service Provider Account Manager  
b. ACSA representatives | a. Maintenance Report  
b. Minutes of meeting  
c. Action items  
d. Penalties  
e. Acceptance of deliverable Payment status  
f. Deliverables for the upcoming month | |
| Ad-hoc        | Ad-hoc       | a. Ad-hoc                                                                       | a. As and when required                                    | a. Either party                          | a. Lync or in person                  |
SECTION 10: RESPONDERS PRICING INFORMATION

When responding to this bid, bidders must include supply of equipment, installation, commissioning, maintenance, support and any other licensing for a period of five (5) years pricing. Monthly and Quarterly maintenance fees are for scheduled preventative maintenance of Background Checks System. Successful Bidder shall perform Preventative Maintenance on a monthly and quarterly basis and submit all maintenance report to Security representative/s. Maintenance fee shall be valid for the duration of the contract reviewable once a year.
Annexure 1 – Evaluation Criteria

Bids will first be checked and evaluated against the pre-qualification and mandatory criteria as shown below. Bidders are expected to meet one and all of the pre-qualification and mandatory criteria in order to proceed to stage two evaluation.

<table>
<thead>
<tr>
<th>Item</th>
<th>Stage 1: Pre-qualification Criteria</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Bidders must have a Broad Based Black Economic Empowerment (B-BBEE) status level 1 or 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Bidders must be Emerging Micro Enterprises (EME) and/or Qualifying Small Enterprises (QSE)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Bidders must submit proof that they have minimum three (3) years’ experience in Background checks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Proof that the bidder attended the compulsory briefing session for this bid</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Bidder’s must be registered on the National Treasury Central Supplier Database (CSD, <a href="http://www.csd.gov.za">www.csd.gov.za</a>). Proof of registration must be provided</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Bidders acceptance of this Request for Proposals terms and conditions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Locally registered company</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Bidders who successfully complied with the pre-qualification and mandatory criteria will continue to be evaluated further in stage two. Stage two (2) evaluation is for technical functionality. In this technical evaluation, bidders must achieve the set minimum points per criterion/criteria and achieve a minimum of 65 points or above out of a total of 100 points. Bidders who will not achieve and attain the minimum set thresholds per criterion/criteria and the minimum total set score of 65 points out of 100 points will be disqualified at this stage. Disqualified bidders will not proceed to the next stage 3 evaluation for Price and Preference.
## STAGE 2: TECHNICAL FUNCTIONALITY

<table>
<thead>
<tr>
<th>Item</th>
<th>Specification</th>
<th>Requirement</th>
<th>Minimum Score</th>
<th>Maximum Score</th>
</tr>
</thead>
</table>
| 1    | Bidder’s Experience | The bidder must provide a minimum of three contactable references (company, name and surname of contact person, physical address, email and telephone) confirming a minimum of 4 months experience in each project. The experience to be provided should reflect the following: supply, install, support and maintenance of an integrated Background Checks system:  
   a. Three (3) references/projects with 4 months experience or more = 15  
   b. Two (2) references/projects with 4 months experience or more = 7.5  
   c. Less than two (2) references/projects = 0 | 7.5 | 15 |
| 2    | Project Management Plan | Provide a detailed project plan with logical sequence for a project implementation not exceeding 8 months or less detailing the following:  
   2.1 Schedule:  
      2.1.1 equals to 1-4 months) =15 points  
      2.1.2 above 4-8 months = 7.5 points  
      2.1.3 Above 8 months = 0 points | 12.5 | 25 |
|      | Logical Sequence of Activities:  
   2.2.1 As per scope of services = 10 points  
   2.2.2 Only key activities included (Installation of server, application, Biometrics, overall system and integration testing, commissioning handover and training) = 5 points  
   2.2.3 Scope of services not provided and/or covering the minimum = 0 | 5 | 10 |
| 3    | Quality plan | Provide a detailed quality plan which specifies/stipulates Controls around data security of the system (data security policy) and Installation/commissioning quality check list.  
   1. If the bidder provides both these requirements (1 and 2) as detailed above = 10 points.  
   2. If the bidder provides only the first requirement as stipulated above = 5 points.  
   3. If the bidder provides only the second requirement as stipulated above or does not provide a relevant quality plan = 0 points | 5 | 10 |
| 4    | Project Management Skills | Relevant project management and Information Technology skills supported by an accredited National Qualifications Framework (NQF) qualification:  
   - Project Management on Information Technology projects, Minimum 3 years  
   - Server engineering and application experience, minimum 3 years  
   1. Relevant project Management and IT experience or more including relevant qualifications = 10 points  
   2. Relevant project Management and IT experience including IT qualifications = 5 points  
   3. No relevant experience = 0 points | 5 | 10 |
| 5    | System demonstration | The proposed system clearly demonstrates all the elements as defined in our scope of work/services | 35 | 40 |
| Total|               |             | 65            | 100           |
Annexure 2 – Maintenance Check List

1. Maintenance Services

   1.1 The Service Provider is expected to provide technical support and maintain the platform for the period of five (5) years;
   1.2 The Service Provider is expected to provide a detailed knowledge transfer program and schedule;
   1.3 The Service Provider is expected to provide a maintenance schedule.

2. Support Services: ACSA requires these support services from a service provider

   2.1 Refers to day to day support activities performed to resolve incidents that are logged by users of the system or logged by the monitoring tools or alarm and error logs generated by the system’s internal monitoring;
   2.2 The Service Provider will be required to attend to and resolve all 2nd line maintenance incidents in line with ACSA incident management processes. All incidents will be logged on the IT service desk systems;
   2.3 The response and resolution times depicted below must be adhered to. This will form part of the SLA’s that will be agreed to between the Service Provider and ACSA; and,
   2.4 Penalties will be incurred by the Service Provider if the agreed SLA times are not met;
   2.5 The Bidder’s proposal must make provision for after hours, weekends and public holidays support on a callout basis for incidents that impacts the systems. To include after – hours telephone numbers where support personnel are reachable.

3. Incident logging procedure

   ACSA requires the Service Provider to adhere to the following incident logging procedure:
   3.1 All incidents must be logged with ACSA service desk via email, telephone or on the self-service web portal. The incident status must be updated regularly depending on the priority of the incidents until resolution;
   3.2 All incidents must be updated with a detailed resolution before closure. The Service Provider must notify the service desk immediately on resolution of the incident.

4. Definition of incident priority

   ACSA requires the Service Provider to adhere to the following incident priority definitions and procedures described in Tables 2 and 3 below:
   4.1 P1 – Total failure;
   4.2 P2 – Partial failure with minimum monitoring functionality;
   4.3 P3 – Non-critical fault/failure logged at night or over the weekend. It has no impact on the operations of the airport; and,
   4.4 P4 – Minor incidents or move/change or installation of new item

<table>
<thead>
<tr>
<th>Incident management response and resolution time for Office hours</th>
<th>Comply</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority 1 (P1)</td>
<td></td>
</tr>
<tr>
<td>Response</td>
<td>Response</td>
</tr>
<tr>
<td>15 minutes</td>
<td>2 hours (1-day permanent fix)</td>
</tr>
<tr>
<td>Priority 2 (P2)</td>
<td></td>
</tr>
<tr>
<td>Response</td>
<td>Resolution</td>
</tr>
<tr>
<td>30 minutes</td>
<td>4 hours (1-day permanent fix)</td>
</tr>
<tr>
<td>Priority 3 (P3)</td>
<td></td>
</tr>
<tr>
<td>Response</td>
<td>Resolution</td>
</tr>
<tr>
<td>60 minutes</td>
<td>8 hours (5 days permanent fix)</td>
</tr>
<tr>
<td>Priority 4 (P4)</td>
<td></td>
</tr>
<tr>
<td>Response</td>
<td>Resolution</td>
</tr>
<tr>
<td>4 hours</td>
<td>24 hours (5 days permanent fix)</td>
</tr>
<tr>
<td>Priority</td>
<td>Response</td>
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<tr>
<td>--------------</td>
<td>----------</td>
</tr>
<tr>
<td>Priority 1 (P1)</td>
<td>15 minutes</td>
</tr>
<tr>
<td>Priority 2 (P2)</td>
<td>30 minutes</td>
</tr>
<tr>
<td>Priority 3 (P3)</td>
<td>60 minutes</td>
</tr>
<tr>
<td>Priority 4 (P4)</td>
<td>4 hours</td>
</tr>
</tbody>
</table>
Annexure 3 – Job Card Sample

Customer: | Company Address:
---|---

Site Name: | Site Ref:
---|---
Incident No.: | Date:
Start Time: | End Time:

Incident Description

Incident Resolution

<table>
<thead>
<tr>
<th>Material</th>
<th>Labour</th>
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<tbody>
<tr>
<td>Description</td>
<td>Qty</td>
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</tbody>
</table>

Sub Total | Sub Total
---|---
VAT | VAT
Total | Total

Total Due
---
VAT
Total

Technician Name: | Signature: | Date:
---|---|---
ACSA Rep: | Signature: | Date:
ANNEXURE 4
ACCEPTANCE OF TERMS AND CONDITIONS OF RFP AND BIDDER PARTICULARS

TO: Supply Chain Management
Airports Company South Africa Limited.

Bid No: COR6231/2019/RFP

1. Bidder’s Name, contact person/s, Physical address, Telephone number/s, email address and Bid reference Details

2. Bid Certification

2.1 We hereby submit a Bid in respect of bid reference number …………………… in accordance with Airports Company South Africa’s requirements;

2.2 We acknowledge that Airports Company South Africa’s terms and conditions (as amended and mutually agreed between the parties if necessary) shall apply to the agreement with the successful Bidder;

2.3 We have read, understand and agree to be bound by the content of all the documentation provided by Airports Company South Africa in this Request for Bid;

2.4 We accept that Airports Company South Africa’s Bid Board’s decision is final and binding;

2.5 We certify that all forms of Bid as required in the Bid document are included in our submission;

2.6 We certify that all information provided in our Bid is true, accurate, complete and correct;

2.7 This Bid is specific to this project only; it has no impact, influence or effect on any other project for which a Bid may be submitted;

2.8 The undersigned is/are authorized to submit and sign the Bid that shall be binding on closure of the Bid submission;

2.9 The Bid is binding on this Bidder for a period which lapses after one hundred and twenty (120) business/working days calculated from the closing date for Bid submission.

Thus, done and signed at ____________________________
on this the _______ day of _______ 20___

Name and Surname: ________________________________ Signature: __________________________

For and behalf of:
Bidding Entity name: ______________________________ Capacity of Signatory: __________________
ANNEXURE 5
COVER LETTER

A covering letter must be provided to properly identify the bid and to highlight other general information that the Bidder has included regarding the business and/or organisation.
ANNEXURE 6

Names, Surnames, Citizenship and Identity numbers of Directors
ANNEXURE 7
CERTIFICATE OF INCORPORATION AND CERTIFIED COPIES OF
SHAREHOLDER’S CERTIFICATES

(Attach hereto)
ANNEXURE 8
VALID, ORIGINAL TAX CLEARANCE CERTIFICATE OR TAX COMPLIANCE
STATUS PIN OR PROOF OF APPLICATION AND SUBMISSION TO SARS

(Attach hereto)
ANNEXURE 9
FINANCIAL INFORMATION: DECLARATION OF SOLVENCY OR LIQUIDATION

(Attach here using bidder’s letterhead)
ANNEXURE 9 (CONTINUED)

LATEST 2 YEARS AUDITED FINANCIAL STATEMENTS

(Attach latest audited Financials here)
ANNEXURE 9 (CONTINUED)

NAME, ADDRESS AND TELEPHONE NUMBERS OF AT LEAST TWO (2) CREDIT REFERENCES

(Bidder are required to attach original letters of good standing to confirm past credit track records)
ANNEXURE 9 (CONTINUED)
A MINIMUM OF ONE (1) BANKING REFERENCE

(Attach here)
ANNEXURE 10
DECLARATION OF CONFLICT OF INTEREST

Full details of directors, shareholders, members, partners, trustees, sole proprietors or any other person with a right or entitlement to share in profits, revenues or assets of the bidding entity should be disclosed in the table below:

Table A

<table>
<thead>
<tr>
<th>Full Name</th>
<th>Designation (Whether shareholder / director or both)</th>
<th>Citizenship</th>
<th>Identity Number</th>
<th>Tax Reference Number</th>
<th>% Interest in the bidding entity</th>
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Declaration of Business Interests

A. Are any persons listed in the table (A) above employees of Airports Company South Africa? Yes / No

B. Are any employees of the bidding entity employees of Airports Company South Africa? Yes / No

C. Are any persons listed in table A above family members of employees of Airports Company South Africa? Yes / No

Details of persons connected with the bidding entity who are employees of Airports Company South Africa shall be disclosed below:

Table B

<table>
<thead>
<tr>
<th>Full Name</th>
<th>Identity Number</th>
<th>Role within Airports Company South Africa</th>
<th>Relationship to bidder</th>
<th>% Interest</th>
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D. Is the bidding entity or its principal listed on the National Database as a company or person prohibited from doing business with the Public Sector?  
Yes / No

E. Is the bidding entity or its principal listed on the National Treasury register for Bid Defaulters in terms of S29 of the Prevention and Combating of Corrupt Activities Act (No. 12 of 2004)?  
Yes / No

F. If ‘Yes’ to C or D above, were you informed in writing about the listing on the database of Restricted Suppliers or Register of Bid Defaulters by National Treasury?  
Yes / No

G. Was the entity or persons listed in table A above convicted for Fraud or Corruption during the last five years in a court of law (including a court of law outside of the Republic of South Africa)?  
Yes / No
Duly Authorised Representative to Depose an Affidavit (attach board resolution as proof)

This form should be signed by a duly authorised representative of the bidding entity before a commissioner of oaths.

I, .......................................................................................... hereby swear / affirm that the information disclosed above is true and accurate;

that I understand the content of the document;

the entity undertakes to independently arrive at any offer at any time to Airports Company South Africa without any consultation, communication, agreement or arrangement with any competitor.

In addition, that there will be no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specification and conditions or delivery particulars of the products or services of the Institution.

That the bidding entity or its representatives are aware of and undertakes not to disclose the terms of any bid, formal or informal, directly or indirectly, to any competitor, prior to the award of the contract.

Signed on this day..........................................Month..........................20..........

Name: .............................................................

Position: .............................................................

Witnessed:

Commissioners Stamp:

Name: .............................................................

Position: .............................................................

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ANNEXURE 10 (CONTINUED)
DECLARATION FORM

Making a Declaration

Any legal person or persons having a relationship with persons employed by ACSA, including a blood relationship, may submit a bid in terms of this bid document. In view of possible allegations of unfairness, should the resulting bid, or part thereof, be awarded to persons connected with or related to ACSA employees, it is required that the bidder or his/her authorised representative declare his/her position in relation to ACSA Board Members, employees or any member of the evaluation or adjudication committee which will consider bids. Furthermore, ACSA requires all Bidder to declare that they have not acted in any manner inconsistent with the law, policy or fairness.

All Bidder must complete a declaration of interest form below:

Full name of the bidder or representative of the bidding entity
Identity Number
Position held in the bidding entity
Registration number of the bidding entity
Tax Reference number of the bidding entity
VAT Registration number of the bidding entity

I/We certify that there is a / no relationship between the bidding entity or any of its shareholders / directors / owner / member / partner with any ACSA Board Members, employee or official.

Where a relationship exists, please provide details of the ACSA employee or official and the extent of the relationship below

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________
ANNEXURE 10 (CONTINUED)
DECLARATION FORM

Full Names of Directors / Trustees / Members / Shareholders of the bidding entity

<table>
<thead>
<tr>
<th>Full Name</th>
<th>Identity Number</th>
<th>Personal Income Tax Reference Number</th>
</tr>
</thead>
<tbody>
<tr>
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</tbody>
</table>

I/We declare that we have not acted in any manner which promotes unfairness, contravenes any law or is against public morals. We further certify that we are in full compliance of this bid Terms and Conditions as well as ACSA policies if we are successful in this bid.

Declaration:

I/We the undersigned ____________________________________________________ (Name) hereby certify that the information furnished in this bid document is true and correct. We further certify that we understand that where it is found that we have made a false declaration or statement in this bid, ACSA may disqualify our bid or terminate a contract we may have with ACSA where we are successful in this bid.

___________________________    ____________________________  
Signature      Date

___________________________    ____________________________  
Position     Name of bidder
ANNEXURE 11
DECLARATION OF FORBIDDEN PRACTICES

I/We hereby declare that we have not/been found guilty of any illegal activities relating to corruption, fraud, B-BBEE fronting, anti-competitive practices and/or blacklisted by any Organ of State, State Owned Company, etc. and/or any other forbidden practices.

I/We declare the following:

<table>
<thead>
<tr>
<th>Description</th>
<th>Penalty</th>
<th>Organ of State / State Owned Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>a)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Furthermore, I/We declare that to the best of my/our knowledge there is /are no further irregular procurement practices to be declared or which are in the process of being finalised. The following are alleged practices which have not yet been finalised.

<table>
<thead>
<tr>
<th>Description</th>
<th>Organ of State / State Owned Company</th>
</tr>
</thead>
<tbody>
<tr>
<td>a)</td>
<td></td>
</tr>
<tr>
<td>b)</td>
<td></td>
</tr>
</tbody>
</table>

This declaration was signed at ____________________ on _______ of ______________________ 201____

Name: ____________________________________________

Designation: ______________________________________

Signature: _______________________________________

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ANNEXURE 12

ATTENDANCE OF A COMPULSORY BRIEFING MEETING

(Brief Form)

This is to certify that:

Bidder Name _____________________________________________________________

Attached a briefing meeting which was held at ____________________________ on ___ of __________ in 20___

Bidder was represented by:

Name:
______________________________

Designation:
______________________________

This certification is made on behalf of ACSA by:

Name:
______________________________

Designation:
______________________________

Signature:
______________________________

Date:
______________________________
ANNEXURE 13

PROOF OF BIDDER’S REGISTRATION ON THE NATIONAL TREASURY CENTRAL SUPPLIER DATABASE

(Attach here)
ANNEXURE 14

VALID B-BBEE CERTIFICATE (ORIGINAL OR CERTIFIED)

(Attach here)